

## JOB DESCRIPTION

### JOB DETAILS:

|                  |   |
|------------------|---|
| Job Title:       | Senior Psychological Wellbeing Practitioner (IAPT)  |
| Band:            | Band 6  |
| Directorate:     | Mental Health & Learning Disabilities   |
| Department:      | Talking Therapies – Somerset IAPT Service   |
| Base:            | Countywide  |
| Responsible for: | Managing yearly cohorts of Trainee PWP's. Delivering low intensity treatment and providing clinical leadership for the wider PWP service. |
| Responsible to:  | Lead PWP and Service Lead   |

### Job Purpose:

The post will involve providing supervision and consultation for Step 2 provision across the county while managing each yearly cohort of Trainee PWP's. The post holder will maintain links with the Universities/Educational Providers at the forefront of PWP training in the southwest, and lead on recruitment for each cohort of trainee PWP's.

The post holder will work closely with the equivalent senior PWP's in delivering case management and clinical skills supervision, with the aim of ensuring robust clinical governance structures are adhered to and maintained. The post holder will also work closely with the management team in monitoring clinical activity, allocations, and productivity at step 2, incorporating evaluation and audit where needed. The post holder will, working alongside senior colleagues, contribute to the design, implementation and delivery of expansion projects within our IAPT service (such as increasing our PWP Trainee capacity). The post holder will also be expected to keep up to date with new innovations and developments in PWP practice.

The post holder will work clinically within our IAPT service providing a range of high volume low intensity, cognitive behavioural therapy (CBT) based, guided self-help interventions to clients with mild to moderate anxiety and depression. The post holder will provide treatment to patients by telephone, online contact and face to face. They may also be involved in facilitating courses and webinars. These courses will be Step 2 courses but the post may involve co-facilitating Step 2/3 courses and webinars. The post holder will work with people with different cultural backgrounds and ages, using interpreters when necessary and should be committed to equal opportunities.

**Date of Job Description: April 2022**

## **Duties and Responsibilities**

### **Communication and Key Working Relationships**

- To work closely with the Senior Management Team
- To work closely with the local University and PWP Training Providers
- To liaise with other services such as GP, secondary care and tertiary organisations
- Work closely with other members of the clinical team ensuring appropriate step-up and step-down arrangements are in place to maintain a stepped care approach.

### **Planning and Organisation**

- Oversee and organise Trainee PWP recruitment effectively to ensure service targets are met.
- Work autonomously while prioritising own work efficiently and effectively.
- To work alongside the Senior Management Team to implement new service developments and initiatives, including responsibility for dissemination of information about these.
- To support the Senior Management Team with evaluation and review of effectiveness of treatments, groups, webinars and online provision of IAPT approved treatments.
- In conjunction with other with other senior colleagues, to take a lead role in developing and co-ordinating CPD opportunities for PWP's.
- To support any ongoing service development projects.

### **Analytics**

- Make judgement when dealing with enquires, to resolve problems for patients and staff.

### **Responsibility for Patient / Client Care, Treatment & Therapy**

- Accept referrals via agreed protocols within the service.
- Assess and support people with a common mental health problem in the self management of their recovery.
- Undertake patient-centred interviews which identify areas where the person wishes to see change and/or recovery and make an accurate assessment of risk to self and others.
- Make decisions on the suitability of new referrals, adhering to the service's referral protocols, refer unsuitable clients on to a more relevant service or back to the referral agent as necessary or 'step-up' the person's treatment to high

intensity psychological therapy, following the service's stepped care model.

- Provide a range of information, signposting and support via evidence based, high-volume, low-intensity psychological treatments. This support may be offered by telephone, online or face to face.
- Ability to adapt materials for those with additional learning or cultural needs
- Educate and involve family members, carers and others in treatment as necessary.
- Adhere to an agreed activity contract relating to the overall number of client contacts offered (including both clinical treatments and initial assessments) carried out per week in order to minimise waiting times and ensure treatment delivery remains accessible and convenient.
- Attend multi-disciplinary meetings relating to referrals or clients in treatment, where appropriate.
- To communicate effectively with patients, carers and significant others.
- Assess and integrate issues surrounding work and employment into the overall therapy process
- Operate at all times from an inclusive values base which promotes IAPT Recovery and recognises and respects diversity.
- Prepare and present clinical information for all patients on the post holders caseload to the agreed clinical case management supervisor within the service on an agreed and scheduled basis, in order to ensure safe practice and the clinical governance obligations of the worker, supervisor and service are delivered.
- Engage in and respond to personal development supervision to improve competences and clinical practice.

#### **Policy, Service, Research & Development Responsibility**

- Ensure the maintenance of standards of practice according to the employer and any regulating bodies, and keep up to date on new recommendations/guidelines set by the department of health (e.g. NHS plan, National Service Framework, National Institute for Clinical Excellence).
- Keep up to date all records in relation to Continuous Professional Development and ensure personal development plan maintains up to date specialist knowledge of latest theoretical and service delivery models/developments.
- Attend relevant conferences / workshops in line with identified professional objectives.
- Pro-actively take responsibility for regular attendance of Case Management Supervision and Line Management Supervision. To participate in service and locality objective setting and performance review. Participate in setting and reviewing own personal development plan for the post on an annual basis.
- Exercise personal responsibility for the systematic clinical governance of your own professional practice.

- To contribute to the development of best practice within the service.
- To maintain up-to-date knowledge of legislation, national and local policies and procedures in relation to Mental Health and Primary Care Services.
- All employees have a duty and responsibility for their own health and safety and the health of safety of colleagues, patients and the general public.
- All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with the Data Protection Act (1998) and Security and Confidentiality Policies.
- It is the responsibility of all staff that they do not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.

#### **Responsibility for Finance, Equipment & Other Resources**

- To ensure PWP's have sufficient equipment to enable them to work effectively e.g. ordering laptops and mobile phones for new staff.

#### **Responsibility for Supervision, Leadership & Management**

- To provide case management supervision to PWPs and Trainee PWP's
- To lead and facilitate Clinical Skills Supervision for PWPs and Trainee PWP's
- To oversee induction and provide training for new PWPs and Trainee PWP's.
- To lead on recruitment for Trainee PWP's and co-ordinate and facilitate student PWP placements.
- To line manage the Trainee PWP team
- Act as a positive role model
- To provide Supervision of Supervision for the Step 2 Case Management Supervisors.
- Respond to and implement supervision suggestions by supervisors into own clinical practice, and where relevant in guiding and informing wider service delivery.
- Contribute to the clinical governance framework of the service by identifying and acting on areas of concern and supporting senior clinicians who are taking the lead in designated areas of responsibility.
- Adhere to Trust Values

#### **Information Resources & Administrative Duties**

- Provide data as required (e.g. group statistics, recovery rates)
- Have a comprehensive understanding of Trust information systems (e.g. RiO)
- Complete all requirements relating to data collection within the service, both within the service IAPTus database and otherwise as part of audits and research.
- Keep coherent records of all clinical activity in line with service protocols and use these records and clinical outcome data in clinical decision making.

#### **Any Other Specific Tasks Required**

- Attending meetings as appropriate to the role
- To work flexibly and able to travel to other areas as and when required.
- Maintain professional registration relevant to the PWP role

## **Review of this Job Description**

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis.

## **General Information**

At all times promote and maintain the safety of children by working according to the Trust's Child Protection Policy and supporting guidance. Being pro-active and responsive to child protection concerns by early reporting, recording and referral of issues according to Trust arrangements. Attending child protection training that is appropriate to your role.

## **Confidentiality**

The post holder will maintain appropriate confidentiality of information relating to commercially sensitive matters in regard to Trust business, and also to personal information relating to members of staff and patients. The post holder will be expected to comply with all aspects of the Data Protection Act (1998), the Staff Code of Confidentiality and the IT Security and Acceptable Use Policy.

## **Equality & Diversity**

Somerset NHS Foundation Trust is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the Trust.

## **Safeguarding**

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the Trust's procedure for raising concerns about the welfare of anyone with whom they have contact.

## **Risk Management / Health and Safety**

Employees must be aware of the responsibilities placed on them for ensuring the safety of our patients, service users, visitors and colleagues under the Trust's Risk Management Strategy and policy and under the Health & Safety at Work Act 1974. All employees are expected to be familiar with and comply with the Trust's risk and health and safety policies and procedures and all other policies and procedures relevant to their role

## **Records Management**

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

## **Clinical Governance**

The post holder will be expected to participate in clinical governance activities to assist the Trust to provide high quality services.

## **Prevention and Control of Healthcare Associated Infection**

The post holder is expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.

## **Smoking**

The Trust operates a 'non-smoking' policy. Employees are not permitted to smoke anywhere within the premises of the Trust or when outside on official business.

## **Policies & Procedures**

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet or external website or via your manager.

## **Sustainability Clause**

Somerset NHS Foundation Trust is committed to creating a sustainable business. Staff employed by the Trust, are required to think about their actions in the course of their work and make positive steps to reducing, reusing and recycling wherever and whenever possible.



## Person Specification

This is a specification of the Qualifications, Skills, Experience, Knowledge, Personal Attributes and Other Requirements which are required to effectively carry out the duties and responsibilities of the post (as outlined in the Job Description).

| Requirement  | Essential / Desirable | How Assessed                 |
|--|-----------------------|------------------------------|
| <b><u>BEHAVIOURS ALIGNED WITH TRUST VALUES</u></b> <ul style="list-style-type: none"> <li>Outstanding care</li> <li>Listening and leading</li> <li>Working together</li> </ul> | E<br>E<br>E           | Interview & Application form |
| <b><u>QUALIFICATIONS &amp; TRAINING</u></b><br><u>Evidence of qualifications required</u>  |                       |                              |
| PWP Post Graduate Qualification (training must be completed in an <b>adult</b> IAPT service)   | E                     |                              |
| Psychology or other health-related undergraduate degree.   | E                     |                              |
| 2 years post qualification experience in an adult IAPT service   | E                     |                              |
| LI CBT Supervisor Training   | E                     |                              |
| Working with Long Term Conditions and Medically Unexplained Symptoms in LI CBT Training  | D                     |                              |
| Training in nursing, social work, occupational therapy, counselling or within a psychological therapy.   | D                     |                              |
| Psychology or other health related postgraduate degree   | D                     |                              |
| BABCP/BACP Registered (or working towards registration)  | E                     |                              |
| <b><u>KNOWLEDGE and EXPERIENCE</u></b>   |                       |                              |

|  |   |  |
|--|---|--|
| Significant experience of working in an adult IAPT service with people who have suffered with a mental health problem.   | E |  |
| Ability to demonstrate a range of post-qualifying experiences (min. 2 years) in offering and delivering the range of evidence-based IAPT low intensity interventions.  | E |  |
| Experience of providing Case Management Supervision to PWP's.  | E |  |
| Experience of providing Clinical Skills Supervision to PWP's.  | E |  |
| Experience in recruitment  | D |  |
| Experience of managing trainee PWP's   | D |  |
| Experience of delivering training to a range of professionals.   | D |  |
| Experience of providing line management.   | D |  |
| Worked in a service where agreed targets in place demonstrating clinical outcomes.   | E |  |
| Able to demonstrate knowledge and experience of working with issues around safeguarding and risk management and working familiarity with Child Protection legislation. | E |  |
| Ability to work within a team and foster good working relationships.   | E |  |
| Ability to work under pressure.  | E |  |
| Ability to communicate clearly, both verbally and in writing.  | E |  |
|  | E |  |
| Able to write clear reports and letters.   | E |  |
|  | E |  |
| Ability to manage own caseload and time.   |   |  |
| Ability to evaluate and put in place the effect of training.   | E |  |

|  |   |  |
|--|---|--|
| Experience of using IAPTus or equivalent IAPT patient record systems.  | D |  |
| Experience of audit and research.  | D |  |
| <b><u>SKILLS &amp; ABILITIES</u></b>   |   |  |
| Ability to evaluate and put in place the effect of training  | E |  |
| Computer literate  | E |  |
| Excellent verbal and written communication skills, including telephone skills  | E |  |
| Able to develop good therapeutic relationships with clients  | E |  |
| Demonstrate an understanding of anxiety and depression and how they present in Primary Care  | E |  |
| Experience of running courses and/or training  | E |  |
| Experience of assessing and managing risk  | E |  |
| Listen to others' views, respecting and valuing individual needs.  | E |  |
| Professional and patient focussed approach with inspirational skills, acting as a role model to colleagues and junior staff members. | E |  |
| Excellent organisational skills, ability to manage own time and plan timed activities for staff and patients.                        | E |  |
| Ability to recognise and manage challenging situations in a calm and professional manner.  | E |  |
| Able to take instruction and direction and work effectively as part of a team.   | E |  |
| Able to record and retrieve information on paper/electronic records as appropriate.  | E |  |

|   |   |  |
|---|---|--|
| High standards of written communication skills with the ability to use email and internet.  | E |  |
| Demonstrate a knowledge of the issues surrounding work and the impact it can have on mental health  | D |  |
| Knowledge of medication used in anxiety and depression and other common mental health problems  | D |  |
| Demonstrate an understanding for the need to use evidence based psychological therapies and how they relate to this post  | E |  |
| <b>COMMUNICATION SKILLS</b>   |   |  |
| Evidence of a good standard of Literacy / English language skills   | E |  |
| Advanced communication skills   | E |  |
| <b>PLANNING &amp; ORGANISING SKILLS</b>   |   |  |
| Flexible and adaptable to meet the needs of the service and our patients.   | E |  |
| <b>PERSONAL QUALITIES</b>   |   |  |
| High level of enthusiasm and motivation.  | E |  |
| Able to work within a team and foster good working relationships  | E |  |
| Able to use clinical supervision and personal development positively and effectively  | E |  |
| Able to work under pressure   | E |  |
| Regard for others and respect for individual rights of autonomy and confidentiality   | E |  |
| Able to be self-reflective, whilst working with service users within own personal and professional development and in supervision   | E |  |
| Compassionate - Exceptional interpersonal skills with the ability to communicate effectively with staff, patients, carers and relatives (as appropriate), remaining sensitive and empathic. | E |  |

|   |                                     |  |
|---|-------------------------------------|--|
| <p>Intuitive and caring nature.</p> <p>Act in ways that support equality and diversity.</p> <p>Able to demonstrate an understanding of the impact frequent exposure to distressing circumstances has on care and compassion.</p> <p>Fluent in languages other than English</p>  | <p>E</p> <p>E</p> <p>E</p> <p>D</p> |  |
| <p><b>OTHER</b></p> <ul style="list-style-type: none"> <li>• Willingness to use technology to improve standards of care and support to our patients</li> <li>• Access to a private car and ability to drive across the county to attend meetings or to any designated venue within the locality to provide treatment or run courses.</li> <li>• Postholder must show willingness to work one evening shift.</li> </ul>  | <p>E</p> <p>E</p> <p>E</p>          |  |
| <p><b>SUPPORTING BEHAVIOURS</b></p> <p>To carry out this role successfully the post holder needs to be fully aware of and adhere to Trust values/standards and reflect these as their behaviours:</p> <p><b><u>Outstanding Care:</u></b></p> <ul style="list-style-type: none"> <li>• We treat everyone with dignity, kindness and respect.</li> <li>• We involve patients, relatives, carers and colleagues in decision-making.</li> <li>• I ensure that my actions contribute to outstanding care regardless of my role.</li> <li>• I admit mistakes, apologise and learn from them.</li> <li>• I champion the health, safety and wellbeing of patients, relatives, carers and colleagues.</li> <li>• I speak up when others cannot.</li> </ul> <p><b><u>Listening and Leading:</u></b></p> <ul style="list-style-type: none"> <li>• I lead with empathy, taking responsibility for how my emotions and actions affect others.</li> <li>• I inspire others to embrace change, encouraging them to see their part in the bigger picture.</li> <li>• I strive to be the best I can be.</li> </ul> |                                     |  |

- I value the opinions and contributions of colleagues, patients and others.
- I encourage innovation and am open to new ideas.
- I listen with interest and take action if I am able.

**Working Together:**

- I collaborate with others to achieve shared goals.
- I communicate clearly and appropriately.
- We work together to overcome challenges.
- I ask for help and always assist those in need.
- I thank colleagues for their contributions and celebrate shared successes.
- I use resources effectively, treating every £ as if it were my own.

## SUPPLEMENTARY INFORMATION

| Physical Effort   | Yes | No | If yes – Specify details here - including duration and frequency |
|---|-----|----|--|
| Working in uncomfortable / unpleasant physical conditions                             |     | X  |  |
| Working in physically cramped conditions  |     | X  |  |
| Lifting weights, equipment or patients with mechanical aids                           |     | X  |  |
| Lifting or weights / equipment without mechanical aids                                |     | X  |  |
| Moving patients without mechanical aids   |     | X  |  |
| Making repetitive movements   | X   |    | Use of a keyboard and mouse                                      |
| Climbing or crawling  |     | X  |  |
| Manipulating objects  |     | X  |  |
| Manual digging  |     | X  |  |
| Running   |     | X  |  |
| Standing / sitting with limited scope for movements for long periods of time          |     | X  |  |
| Kneeling, crouching, twisting, bending or stretching                                  |     | X  |  |
| Standing / walking for substantial periods of time                                    | X   |    | Clinical assessments and treatments 35-90 minutes                |
| Heavy duty cleaning   |     | X  |  |
| Pushing / pulling trolleys or similar   |     | X  |  |
| Working at heights  |     | X  |  |
| Restraint ie: jobs requiring training / certification in physical interventions       |     | X  |  |
| Mental Effort   | Yes | No | If yes - Specify details here - including duration and frequency |
| Interruptions and the requirement to change from one task to another ( give examples) |     | X  |  |
| Carry out formal student / trainee assessments  |     | X  |  |
| Carry out clinical / social care interventions  | X   |    | Service offers psychological therapies.                          |
| Analyse statistics  | X   |    | Post involves using routine reports from the                     |

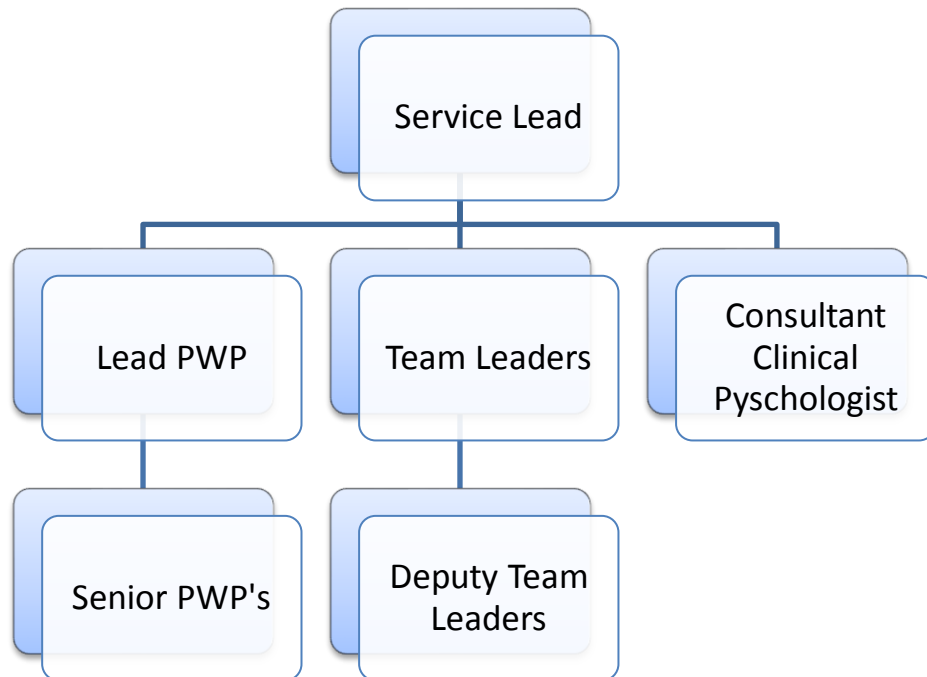
|   |            |           |   |
|---|------------|-----------|---|
|   |            |           | Performance Team and the Trust Data Portal  |
| Operate equipment / machinery   |            | X         |   |
| Give evidence in a court / tribunal / formal hearings                               |            | X         |   |
| Attend meetings (describe role)   | X          |           | Participant in service management meeting.  |
| Carry out screening tests / microscope work   |            | X         |   |
| Prepare detailed reports  |            | X         |   |
| Check documents   |            | x         |   |
| Drive a vehicle   | X          |           | To and from work at the team base. During the working day to attend meetings.                   |
| Carry out calculations  | X          |           | As part of service evaluations or in making use of data produced                                |
| Carry out clinical diagnosis  | X          |           | As part of clinical work on assessments or treatments   |
| Carry out non-clinical fault finding  |            | X         |   |
| <b>Emotional Effort</b>   | <b>Yes</b> | <b>No</b> | <b>If yes - Specify details here - including duration and frequency</b>                         |
| Processing (eg: typing / transmitting) news of highly distressing events            |            | X         |   |
| Giving unwelcome news to patients / clients / carers / staff                        | X          |           | Refusing treatment to unsuitable referrals.   |
| Caring for the terminally ill   |            | X         |   |
| Dealing with difficult situations / circumstances                                   |            | X         |   |
| Designated to provide emotional support to front line staff                         |            | X         |   |
| Communicating life changing events  |            | X         |   |
| Dealing with people with challenging behaviour                                      | X          |           | Working with anxious, depressed, distressed or angry patients on the phone, online or in person |
| Arriving at the scene of a serious incident   |            | X         |   |
| <b>Working conditions – does this post involve working in any of the following:</b> | <b>Yes</b> | <b>No</b> | <b>If yes - Specify details here - including duration and frequency</b>                         |
| Inclement weather   |            | X         |   |
| Excessive temperatures  |            | X         |   |
| Unpleasant smells or  |            | X         |   |



|   |   |   |  |
|---|---|---|--|
| odours  |   |   |  |
| Noxious fumes   |   | X |  |
| Excessive noise &/or vibration                                      |   | X |  |
| Use of VDU more or less continuously                                | X |   | To perform admin tasks of the post   |
| Unpleasant substances / non household waste                         |   | X |  |
| Infectious Material / Foul linen                                    |   | X |  |
| Body fluids, faeces, vomit  |   | X |  |
| Dust / Dirt   |   | X |  |
| Humidity  |   | X |  |
| Contaminated equipment or work areas                                |   | X |  |
| Driving / being driven in <b>Normal</b> situations                  | X |   | To and from work. To and from meetings in other venues during the day      |
| Driving / being driven in <b>Emergency</b> situations               |   | X |  |
| Fleas or Lice   |   | X |  |
| Exposure to dangerous chemicals / substances in / not in containers |   | X |  |
| Exposure to Aggressive Verbal behaviour                             | X |   | Dealing with complaints from patients in high states of emotional distress |
| Exposure to Aggressive Physical behaviour                           |   | X |  |



## Department Organisational Chart



## Department Core Purpose

The Improving Access to Psychological Therapies (IAPT) programme began in 2008 and has transformed the treatment of adult anxiety disorders and depression in England. IAPT services are characterized by three things:

1. **Evidenced-based psychological therapies:** with the therapy delivered by fully trained and accredited practitioners, matched to the mental health problem and its intensity and duration designed to optimize outcomes.
2. **Routine outcome monitoring:** so that the person having therapy and the clinician offering it have up-to-date information on an individual's progress. This supports the development of a positive and shared approach to the goals of therapy and as this data is anonymized and published this promotes transparency in service performance encouraging improvement.
3. **Regular and outcomes focused supervision** so practitioners are supported to continuously improve and deliver high quality care.

The Knowledge and Skills Framework (KSF) outline for this post which demonstrates the skills and competencies required once in post should be considered in conjunction with this document.

### Job Profile Agreement

|  |               |       |  |
|--|---------------|-------|--|
| Agreed and Signed:                       | (Manager)     | Date: |  |
| Agreed and Signed:                       | (Post Holder) | Date: |  |
| Date Role Description is Effective From: |               |       |  |